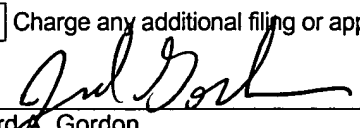




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AMENDMENT TRANSMITTAL LETTER				Docket No. 99-460 (BBNT-P01-298)	
Application No. 09/630304		Filing Date July 31, 2000		Examiner V. K. T. Nguyen	
				Art Unit 2661	
Applicant(s): Troxel et al.					
Invention: SYSTEMS AND METHODS FOR PREDICTIVE ROUTING				<b>RECEIVED</b>	
TO THE COMMISSIONER FOR PATENTS				JUL 08 2004	
Transmitted herewith is an amendment in the above-identified application.				Technology Center 2600	
The fee has been calculated and is transmitted as shown below.					
<b>CLAIMS AS AMENDED</b>					
	Claims Remaining After Amendment	Highest Number Previously Paid	Number Extra Claims Present	Rate	
Total Claims	44	- 46 =		x	
Independent Claims	8	- 8 =		x	
Multiple Dependent Claims (check if applicable) <input type="checkbox"/>					
Other fee (please specify): Extension for response within first month					110.00
<b>TOTAL ADDITIONAL FEE FOR THIS AMENDMENT:</b>					110.00
<input checked="" type="checkbox"/> Large Entity <input type="checkbox"/> Small Entity					
<input type="checkbox"/> No additional fee is required for this amendment.					
<input checked="" type="checkbox"/> Please charge Deposit Account No. 18-1945 in the amount of \$ 110.00 . A duplicate copy of this sheet is enclosed.					
<input type="checkbox"/> A check in the amount of \$ _____ to cover the filing fee is enclosed.					
<input type="checkbox"/> Payment by credit card. Form PTO-2038 is attached.					
<input checked="" type="checkbox"/> The Director is hereby authorized to charge and credit Deposit Account No. 18-1945 as described below. A duplicate copy of this sheet is enclosed.					
<input checked="" type="checkbox"/> Credit any overpayment.					
<input checked="" type="checkbox"/> Charge any additional filing or application processing fees required under 37 CFR 1.16 and 1.17.					
 Edward A. Gordon Attorney Reg. No.: 54,130				Dated: June 23, 2004	
ROPES & GRAY LLP One International Place Boston, Massachusetts 02110-2624 (617) 951-7532					
I hereby certify that this correspondence is being deposited with the U.S. Postal Service with sufficient postage as First Class Mail, in an envelope addressed to: MS Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on the date shown below.					
Dated: 6/23/04		Signature: Joanne Ryan (Joanne Ryan)			